

**City of Saint Paul's Office Assistant – Executive Assistant Job Family Competency Matrix – May 25, 2006**

**(Each competency builds upon the others as the class series progresses.)**

**Effective Date: July 19, 2006**

<b>Classification Titles</b>	<b>Office Assistant I</b>  Occupation Code: 316B B.U. 01 Grade 011 <a href="#">Salary Info</a>  Occupation Code: 316C B.U. 81 Grade 11C <a href="#">Salary Info</a>	<b>Office Assistant II</b>  Occupation Code: 317B B.U. 01 Grade 018 <a href="#">Salary Info</a>  Occupation Code: 317C B.U. 81 Grade 18C <a href="#">Salary Info</a>	<b>Office Assistant III</b>  Occupation Code: 318B B.U. 01 Grade 024 <a href="#">Salary Info</a>  Occupation Code: 318C B.U. 81 Grade 24C <a href="#">Salary Info</a>	<b>Office Assistant IV</b>  Occupation Code: 319B B.U. 01 Grade 029 <a href="#">Salary Info</a>  Occupation Code: 319C B.U. 81 Grade 29C <a href="#">Salary Info</a>	<b>Executive Assistant I</b>  Occupation Code: 320B B.U. 01 Grade 031 <a href="#">Salary Info</a>  Occupation Code: 320C B.U. 81 Grade 31C <a href="#">Salary Info</a>	<b>Executive Assistant II</b>  Occupation Code: 321B B.U. 01 Grade 034 <a href="#">Salary Info</a>
<b>General Duty Statement</b>	Performs entry-level clerical and word processing work of limited complexity and variety. Performs other related duties as required.	Performs basic and routine clerical and word processing work of moderate complexity and variety while exercising independent judgment. Performs other duties as required.	Fully performs clerical and word processing work of a complex nature requiring the exercise of independent judgment. Performs other duties as required.	Performs advanced clerical work of a more complex nature including planning, organizing, and producing work which requires independent judgment and specialized knowledge. Performs other related duties as required.	Performs expert-level clerical work of the most complex nature including routine administrative work, which may both require the exercise of independent judgment and specialized expertise. Performs other related duties as required.	Performs expert-level clerical work of the most complex nature involving both administrative and support work including planning, coordinating, organizing, and producing work that requires independent judgment and specialized knowledge. Performs other related duties as required.
<b>Supervision Received</b>	Works under the close supervision of a unit coordinator, unit supervisor or manager.	Works under the moderate supervision of a unit coordinator, unit supervisor or manager or department director.	Works under the general supervision of a unit or division supervisor or department director.	Works under the general supervision of a unit or division supervisor or department director.	Works under the general supervision of a unit or division supervisor, or department director.	Works under the general supervision of a unit or division supervisor, or department director.
<b>Supervision Exercised</b>	None	May provide orientation and guide the work of lower-level workers as assigned.	May exercise close, moderate, or technical supervision over lower-level workers within a unit.	May exercise close, general, or technical supervision over lower-level workers within a unit.	May exercise within a unit moderate to close supervision over lower level workers.	May serve as a lead within a unit and may exercise technical supervision over all lower level workers within an assigned unit.

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<b>Technical Expertise</b>	Demonstrates an ability to develop an understanding of current office practices, policies, procedures, and services of the organization and applies them in daily work.	Demonstrates a basic understanding of current office practices, policies, procedures, and services of the organization and how to apply them in the performance of daily work.	Demonstrates a full understanding of current office practices, policies, procedures, and services of the organization and how to apply them in the performance of daily work.	Demonstrates an advanced understanding of current office practices, policies, procedures, and services of the organization and utilizes the knowledge to maintain effective and efficient systems for a City work unit, division, office, or department.	Demonstrates an expert-level of understanding regarding current office practices, policies, procedures, and services of the departmental and City organizational structure and utilizes this knowledge to maintain effective and efficient systems for a department or office director.	Demonstrates an expert-level of understanding regarding current policies, procedures, and related City, State, and Federal ordinances, laws, regulations, and statutes associated with the assigned job functions.
	Demonstrates an ability to learn a basic understanding of job-required software applications as well as the internet and utilizes these tools in carrying out work assignments.	Demonstrates a basic understanding of job-required software applications, the internet, and an ability to learn department-specific procedures, and utilizes this knowledge in completing daily assignments.	Demonstrates a full understanding of job-required software applications, the internet, and department-specific procedures, and utilizes this knowledge in completing daily assignments.	Demonstrates an advanced understanding of job-required software applications, the internet, and department-specific procedures, and utilizes these tools in completing daily assignments.	Demonstrates an expert-level of understanding regarding job-required software applications, how to efficiently navigate the internet, and department policies and procedures, and utilizes these tools in completing assignments with speed and accuracy.	Demonstrates an advanced-level of understanding regarding job-required software applications, how to effectively navigate the internet, and department policies and procedures, and is able to use these tools in carrying out assignments with speed and accuracy.
	Demonstrates the ability to learn basic clerical functions: conducting simple computations, sorting, filing, or manipulating data with speed, accuracy, and professionalism.	Demonstrates a basic understanding of general and intermediate clerical functions: auditing reports, collecting data, maintaining simple accounting and financial records, processing routine complaints, and preparing forms and documents with speed, accuracy, and professionalism.	Demonstrates a full understanding of how to independently perform more complex clerical functions: conducting computations, compiling data and reports, preparing audit reports, handling difficult complaints, and completing complex forms and documents with speed, accuracy, and professionalism.	Demonstrates an advanced understanding of how to independently perform clerical responsibilities using knowledge at an expert level including the following: conducting research, thinking analytically, performing complex calculations, generating detailed and technical reports, and maintaining system-wide processes and procedures with speed, accuracy, and professionalism.	Demonstrates an expert-level of understanding regarding how to think analytically in order to produce complex reports, utilize appropriate statistical procedures, and make quick and accurate computations.	Demonstrates an expert-level of understanding regarding how to think systemically and analytically in order to prepare confidential, complex data in a useable and readable format.
	Demonstrates an ability to quickly gain an understanding of how to operate current office equipment.	Demonstrates a basic understanding and ability to operate current office equipment.	Demonstrates full knowledge on how to operate current office equipment.	Demonstrates an advanced ability to operate highly specialized office equipment and other peripheral devices effectively and consistently.	Demonstrates an expert-level of ability regarding how to operate modern office equipment and other peripheral devices effectively and consistently.	Demonstrates an expert-level of ability regarding how to operate and train others in the use of modern office equipment and other peripheral devices effectively and consistently. Demonstrates an ability to recognize when equipment replacement or maintenance is necessary.
					Demonstrates an expert-level of ability regarding how to perform clerical and routine administrative functions independently.	Demonstrates an expert-level of ability regarding how to perform routine and non-routine clerical and administrative functions independently across City functions.

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Shared Competencies	Office Assistant I	Office Assistant II	Office Assistant III	Office Assistant IV	Executive Assistant I	Executive Assistant II
<b>Project Management, Prioritization, Problem Solving, and Planning</b>	Demonstrates a basic ability to learn how to determine the level of importance in delegated tasks and assignments and completes assigned priorities and utilizes the appropriate materials and resources to do so.	Demonstrates a basic understanding of how to prioritize, plan, and organize projects on the basis of importance and utilizes appropriate methods to complete prioritized work within the time frame allotted.	Demonstrates a full understanding of how to prioritize, plan, and organize projects on the basis of necessity and utilize the appropriate methods to ensure desired results and successful completion within the project's scope, budget, and time frame.	Demonstrates an advanced understanding of how to prioritize, plan, and organize multiple projects simultaneously on the basis of importance and utilize the appropriate methods to ensure desired results and successful completion within the project's scope, budget, and time frame.	Demonstrates an expert-level of understanding on how to prioritize, plan, schedule, and organize multiple projects simultaneously according to the importance of projects or tasks assigned. Demonstrates an ability to utilize the appropriate methods to ensure desired results and successful completion within the project's scope, budget, and time frame.	Demonstrates an expert-level of understanding on how to prioritize, plan, coordinate, organize, lead, and monitor multiple organizational projects of a complex nature simultaneously. Demonstrates an ability to determine a project or assignment's importance using independent judgment. Demonstrates an ability to utilize appropriate methods to ensure desired results and successful completion within the project's scope, budget, and time frame.
	Demonstrates a basic ability to learn how to plan, organize, and manage work assignments and ask appropriate questions in order to meet established deadlines.	Demonstrates a basic ability to plan and organize tasks effectively even when time lines need to be adjusted.	Demonstrates a full ability to plan and organize tasks effectively, efficiently, and consistently. Demonstrates a full ability to quickly adapt to changes in time frames.	Demonstrates an advanced ability to consistently and effectively organize and plan work independently with limited direction and quickly adapt to changes in time frames.	Demonstrates an expert-level of ability on how to independently, consistently, and effectively organize and plan multiple projects simultaneously and quickly adapt to changes in time frames.	Demonstrates an expert-level of ability on how to independently, consistently, and effectively organize and plan complex work and quickly adapt to changes in time frames.
	Demonstrates a basic ability to handle and resolve elementary or routine conflict and issues.	Demonstrates a basic ability to handle and resolve elementary or routine conflict and issues.	Demonstrates a full ability to handle and resolve routine and non-routine conflict and issues.	Demonstrates an advanced ability to handle and resolve controversial issues by analyzing the problem and establishing creative solutions.	Demonstrates an expert-level of ability regarding how to handle and resolve a range of problems associated with the director's office operations by analyzing the situation and establishing creative solutions.	Demonstrates an expert-level of ability regarding how to identify problems associated with the work of larger offices and departments. Demonstrates an ability to conduct research and analyze issues related to the problems, and address the issues which have surfaced by offering creative solutions to solve the organizational issues.
		Demonstrates a basic ability to organize information with moderate detail.	Demonstrates a full ability to organize information with complex detail.	Demonstrates an advanced ability to organize detailed, technical, complex, and confidential information.	Demonstrates an expert-level of ability on how to thoroughly organize detailed, complex, and confidential information.	Demonstrates an expert-level of ability on how to thoroughly organize detailed, complex, and confidential information.
		Demonstrates a basic ability to anticipate work-related issues to ensure that the departmental needs are met.	Demonstrates a full ability to manage the acquisition of desired materials and resources, anticipating departmental needs.	Demonstrates an advanced ability to manage the acquisition of supplies and equipment for an office by demonstrating full awareness of departmental needs.	Demonstrates an expert-level of ability regarding how to manage the acquisition of supplies and equipment for an office by anticipating departmental needs.	Demonstrates an expert understanding regarding how to identify appropriate resources and materials and manage the acquisition of the desired resources and materials by demonstrating a full awareness of organizational needs.
			Demonstrates a full ability to manage assignments and exercise independent judgment when performing assignments with limited direction.	Demonstrates an advanced ability to make decisions and allocations independently regarding matters within one's area of specialization.	Demonstrates an expert understanding on how to use independent judgment to identify what constitutes an important or high priority issue needing the director's attention.	Demonstrates an expert understanding on how to coordinate the administrative support functions for a work unit by reviewing, discussing, monitoring, developing, and/or recommending changes to organizational systems, processes, rules, methods, policies, and procedures.
					Demonstrates an expert understanding on how to manage assignments and tasks on behalf of the department or office director by encouraging understanding among co-workers and using personal influence to achieve desired results.	

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<b>Communication</b>	<p>Demonstrates an ability to learn how to communicate effectively and tactfully with internal and external customers.</p> <p>Demonstrates a basic ability to listen and follow basic oral and written instructions.</p> <p>Demonstrates a basic ability to communicate effectively in person, by phone, or in written form.</p> <p>Demonstrates an ability to learn how to ask questions, give general advice, and direct more complex questions or issues to supervisors or more experienced staff.</p> <p>Demonstrates an ability to learn an understanding of respect for diversity when communicating with internal and external customers.</p>	<p>Demonstrates a basic ability to communicate effectively and tactfully with internal and external customers and an ability to handle more difficult requests and complaints.</p> <p>Demonstrates a basic ability to listen and follow moderately-detailed oral and written instructions.</p> <p>Demonstrates a basic ability to communicate effectively, using a variety of communication methods.</p> <p>Demonstrates a basic understanding of grammar and its proper usage and has the ability to produce routine written correspondence.</p> <p>Demonstrates a basic ability to ask questions, provide information, and direct more complex information to supervisors or more experienced staff.</p>	<p>Demonstrates a full ability to interact and communicate effectively and tactfully with others in all situations through clear speech and/or concise writing.</p> <p>Demonstrates a full ability to listen and follow highly-detailed oral and written instructions.</p> <p>Demonstrates a full ability to use varied methods of communication and determine the appropriate method one should use when communicating with internal and external customers.</p> <p>Demonstrates a full understanding of grammar and has the ability to collect data, draft correspondence, and produce written communications easily understood by the intended audience or convey issues orally.</p> <p>Demonstrates a full ability to ask questions, provide technical information, develop and communicate solutions, and make appropriate recommendations.</p>	<p>Demonstrates an advanced ability to interact and communicate effectively, tactfully, and respectfully with others in all possible situations through clear speech, and/or concise writing.</p> <p>Demonstrates an advanced ability to listen and follow moderately-complex oral and written instructions consistently.</p> <p>Demonstrates an advanced ability to use varied methods of communication and determine the most appropriate method of communication by assessing the current situation and utilizing independent judgment.</p> <p>Demonstrates an advanced understanding of grammar and has the ability to accurately convey complex issues, facts, information, and/or ideas through written correspondence and speech.</p> <p>Demonstrates an advanced ability to ask questions, provide technical information, develop and communicate solutions, coordinate discussion, make appropriate recommendations, and encourage other co-workers to ask questions and make recommendations.</p> <p>Demonstrates an advanced ability to influence, persuade, and advocate for important work unit, division, office, or department issues.</p>	<p>Demonstrates an expert-level of understanding on how to interact and communicate effectively, tactfully, and respectfully with others in all possible situations through clear speech and/or concise writing.</p> <p>Demonstrates an expert-level of understanding regarding how to listen, follow moderately-complex oral and written instructions, and/or summarize meeting proceedings.</p> <p>Demonstrates an expert-level of understanding on how to use varied methods of communication and determine the most appropriate method of communication by assessing the current situation and utilizing independent judgment.</p> <p>Demonstrates an expert-level of understanding regarding correct grammar and has the ability to accurately convey complex issues, facts, information, and/or ideas in written correspondence and speech.</p> <p>Demonstrates an expert-level of ability regarding how to ask questions, provide technical information, develop and communicate solutions, coordinate discussion, makes appropriate recommendations, and encourage other employees to ask questions and make recommendations.</p> <p>Demonstrates an expert-level of ability regarding how to advocate for important issues on behalf of one's department or office director.</p>	<p>Demonstrates an expert-level of understanding on how to interact and communicate with internal and external customers effectively, tactfully, and respectfully in all possible situations through clear speech and/or concise writing.</p> <p>Demonstrates an expert-level of understanding on how to listen and follow highly-complex oral and written instructions consistently.</p> <p>Demonstrates an expert-level of understanding regarding how to use varied methods of communication and independently determine the most appropriate method of communication by assessing the current situation and customizing the interaction method accordingly.</p> <p>Demonstrates an expert-level of understanding regarding correct grammar and has the ability to accurately convey complex, system-wide facts, information, and/or ideas in written correspondence and speech.</p> <p>Demonstrates an expert-level of ability regarding how to ask questions, provide technical information, develop and communicate solutions, coordinate discussion, make appropriate recommendations, and encourages other employees to provide feedback and offer recommendations.</p> <p>Demonstrates an expert-level of ability regarding how to influence, persuade, and advocate for important organizational issues specific to a larger office or department.</p>

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<b>Teamwork, Leadership, and Management</b>	Demonstrates an ability to learn how to be an effective team member by being self motivated, supporting others, accepting assignments willingly, and completing assignments within the allotted time frame.	Demonstrates a basic ability to be an effective team member by exhibiting self motivation, supporting others, interacting well with others, accepting assignments willingly, and completing assignments within the allotted time frame.	Demonstrates a full ability to be an effective team member by exhibiting self motivation, supporting other employees in handling complex tasks, interacting effectively with others, showing a desire to contribute to the team effort, accepting assignments willingly, and completing tasks within agreed upon time lines.	Demonstrates an advanced ability to be an effective team member by providing direction for the team, delegating work, giving constructive feedback, contributing willingly to the team effort, supporting other employees in handling organizational tasks, initiating problem solving, and acquiring the resources needed to complete tasks.	Demonstrates an expert-level of understanding on how to be an effective team member by exhibiting awareness of co-workers' needs and resources, supporting others in handling organizational tasks, contributing willingly to team efforts or managing a work project.	Demonstrates an expert-level of understanding on how to be an effective team member by modeling desired behavior, accepting assignments willingly and completing them within agreed upon time frames. Demonstrates an ability to encourage individual participation and creativity within a team by supporting others. Demonstrates an ability to accept responsibility as a team leader, delegating assignments, motivating others, providing constructive feedback, and managing conflict effectively within the team.
	Demonstrates an ability to learn leadership qualities such as flexibility, adaptability, punctuality, and accountability in individual daily work assignments and in work projects with co-workers.	Demonstrates a basic ability to exhibit leadership qualities such as flexibility, adaptability, punctuality, and accountability in individual daily work assignments and in work projects with co-workers.	Demonstrates an ability to model these behaviors within the organization.	Demonstrates an advanced ability in exhibiting leadership qualities such as adaptability, flexibility, dependability, punctuality, and accountability through quick, effective responses to change and an ability to effectively monitor one's own progress or progress of team members when leading office assignments or projects.	Demonstrates expert ability in exhibiting leadership qualities such as adaptability, flexibility, punctuality, and accountability through quick, effective responses to change and an ability to effectively monitor one's own progress or progress of team members when leading office assignments or projects.	Demonstrates an expert ability in exhibiting leadership qualities such as adaptability, flexibility, dependability, punctuality, and accountability through quick, effective responses to change and an ability to effectively monitor one's own progress along with the progress of team members when leading complex office or department assignments and projects.
	Demonstrates an ability to quickly attain an understanding of specific roles, responsibilities, and expectations within the organization and uses this knowledge to support the team effort.	Demonstrates a basic understanding of specific roles, responsibilities, and expectations within the organization. and uses this knowledge to support the team effort.	Demonstrates a full ability to exhibit leadership qualities such as adaptability, flexibility, punctuality, and accountability through quick, effective responses to change and an ability to effectively monitor one's own progress along with the progress of team members.	Demonstrates an advanced understanding of specific roles, responsibilities, and expectations within the organization and uses that understanding to establish effective relationships with co-workers conducive to increased productivity.	Demonstrates an expert-level of understanding regarding specific roles, responsibilities, and expectations within the organization and uses that understanding to establish effective relationships with co-workers conducive to increased productivity and the obtainment of desired results.	Demonstrates an expert-level of understanding regarding specific roles, responsibilities, and expectations within the organization and uses that understanding to establish effective relationships with co-workers conducive to productivity and the obtainment of desired results.
			Demonstrates a full understanding of specific roles, responsibilities, and expectations within the organization and uses this knowledge to support the team effort.	Demonstrates an advanced ability to lead lower-level Office Assistants within a work unit by assigning, training, coaching, and evaluating the work of individuals.	Demonstrates an expert-level of understanding on how to direct and guide the other staff by assigning, training, coaching, and evaluating the work of clerical support staff.	Demonstrates an expert-level of ability to lead support staff by providing training, delegating assignments, providing direction, coaching and evaluating others and adhere to general performance management guidelines...
			Demonstrates a full ability to lead lower-level support staff within the unit by delegating tasks, providing training, reviewing work of others, and coaching employees as needed.	Demonstrates an advanced ability to conduct research, purchase, train, and guide others in the use of specialized office equipment.	Demonstrates an expert-level of ability to provide guidance and technical assistance to support staff regarding department operations, policies, and procedures.	Demonstrates an expert-level of ability to effectively represent an office or department by serving on or leading a system-wide task force or committee.
				Demonstrates an advanced ability to effectively serve on or facilitate task forces, teams, and committees.	Demonstrates an expert-level of understanding on how to effectively serve on or facilitate task forces, teams, and committees.	



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<b>Customer Service</b>	<p>Demonstrates an ability to provide prompt, quality customer service to internal and external customers and exercise patience, respect, and professionalism in all routine and non-routine interactions.</p> <p>Demonstrates an ability to learn how to assist others by identifying needs, responding to requests, and recognizing when an issue should be directed elsewhere.</p> <p>Demonstrates an ability to respect diversity within the workplace by treating customers respectfully and maintaining a commitment to continuous customer service improvement.</p>	<p>Demonstrates an ability to provide prompt, quality customer service to internal and external customers and exercise patience, respect, and professionalism in all routine and non-routine interactions.</p> <p>Demonstrates a basic ability to assist others by identifying needs, responding to requests that pertain to one's current knowledge, and directing requests that one may lack relative knowledge about to specific individuals.</p> <p>Demonstrates an ability to respect diversity within the workplace by treating customers respectfully and maintaining a commitment to continuous customer service improvement.</p>	<p>Demonstrates an ability to provide prompt, quality customer service to internal and external customers and exercise patience, respect, and professionalism in all routine and non-routine interactions.</p> <p>Demonstrates a full ability to assist others by identifying customer needs, responding to requests where a considerable amount of knowledge is required, and directing requests to the appropriate individual if an answer is unknown.</p> <p>Demonstrates an ability to respect diversity within the workplace by treating customers respectfully and maintaining a commitment to continuous customer service improvement.</p>	<p>Demonstrates an ability to provide prompt, quality customer service to internal and external customers and exercise patience, respect, and professionalism in all routine and non-routine interactions.</p> <p>Demonstrates an advanced ability to assist others by identifying customer needs, responding to controversial questions or questions of policy, and directing requests to the appropriate individual when necessary.</p> <p>Demonstrates an ability to respect diversity within the workplace by treating customers respectfully and maintaining a commitment to continuous customer service improvement.</p> <p>Demonstrates an advanced ability to act as a resource to other employees in order to resolve customer service issues by assisting others in promoting effective customer service delivery strategies.</p>	<p>Demonstrates an ability to provide prompt, quality customer service to internal and external customers and exercise patience, respect, and professionalism in all routine and non-routine interactions.</p> <p>Demonstrates an expert-level of ability regarding responding to requests and directing requests to the appropriate individual if an answer is unknown or needs to be referred to another department.</p> <p>Demonstrates an ability to respect diversity within the workplace by treating customers respectfully and maintaining a commitment to continuous customer service improvement.</p> <p>Demonstrates an expert-level of ability on how to act as a resource to others in order to resolve customer service issues by assisting others in creating and promoting effective customer service delivery strategies.</p>	<p>Demonstrates an ability to provide prompt, quality customer service to internal and external customers and exercise patience, respect, and professionalism in all routine and non-routine interactions.</p> <p>Demonstrates an expert-level of ability to identify the needs, develop customer service improvement strategies, and evaluate changes in customer service delivery strategies in order to improve systemic and organizational service for larger departments and offices.</p> <p>Demonstrates an ability to respect diversity within the workplace by treating customers respectfully and maintaining a commitment to continuous customer service improvement.</p> <p>Demonstrates an expert-level of ability on how to act as a resource to others in resolving customer service issues for a larger department or office by guiding, coaching and training others in effective customer service strategies.</p>
Requirements						
<b>Education, Certification, and Registration</b>	<p>Office Assistant I</p> <p>High school diploma or General Education Development certificate (GED).</p>	<p>Office Assistant II</p> <p>High school diploma or General Education Development certificate (GED) and two years of clerical/administrative experience.</p> <p>Two years of post high school education can be substituted for the two years of clerical/administrative experience if the curriculum included course work related to the work performed by the Office or Executive Assistant classes.</p>	<p>Office Assistant III</p> <p>High school diploma or General Education Development certificate (GED) and four years of clerical/administrative experience, two years which must have been as an Office Assistant II, or equivalent.</p> <p>Two years of post high school education can be substituted for two years of clerical/administrative experience if the curriculum included course work related to the work performed by the Office or Executive Assistant classes.</p>	<p>Office Assistant IV</p> <p>High school diploma or General Education Development certificate (GED) and four years of clerical/administrative experience, two years which must have been as an Office Assistant III, or equivalent.</p> <p>Two years of post high school education can be substituted for two years of clerical/administrative experience if the curriculum included course work related to the work performed by the Office or Executive Assistant classes.</p>	<p>Executive Assistant I</p> <p>High school diploma or General Education Development certificate (GED) and five years of clerical/administrative experience, two years of which must have been as an Office Assistant III, or equivalent.</p> <p>Two years of post high school education can be substituted for two years of clerical/administrative experience if the curriculum included course work related to the work performed by the Office or Executive Assistant classes.</p>	<p>Executive Assistant II</p> <p>High school diploma or General Education Development certificate (GED) and six years of increasingly-responsible clerical/administrative work experience, three years of which must have been as an Office Assistant III, or equivalent</p> <p>Two years of post high school education can be substituted for two years of the clerical/admin experience if the curriculum included course work related to the work performed by the Office or Executive Assistant classes.</p> <p>Or, candidates can qualify for the Executive Assistant II with a bachelor of arts or science and two years of clerical/administrative experience which must have been as an Office Assistant III, or equivalent.</p>